

TRIAL COURTS OF ARIZONA

Department of Judicial Security

FLOOR WARDEN HANDBOOK

Emergency Evacuation Team Training



Disasters are not scheduled and Emergencies do not make appointments

Jan 2005

WELCOME

On behalf of the Director, Department of Judicial Security, welcome to the Trial Courts Emergency Evacuation Team Training (EETT) course and your participation in the courts Floor Warden Program.

It is our desire to make your Floor Warden assignment as rewarding as possible and provide you with the best possible training in support of this critical life saving additional duty function. This handout is provided as a extension of the classroom presentation and reinforces the training objectives for your further benefit. It is a useful reference to guide and assist you in executing your Floor Warden duties in the months ahead.

If you have any questions about the information content or current emergency evacuation protocols, please contact the Trial Courts Emergency Preparedness Security Manager, Tel# 602-506-2344 or E-mail sauermannh@superiorcourt.maricopa.gov.

The Court appreciates your individual contribution.

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EMERGENCY NUMBERS:

IN CASE OF FIRE.....9 (9-1-1) follow up by calling Court Security

POLICE.....9 (9-1-1) “ “ “ “ “ “

MEDICAL EMERGENCY.....9 (9-1-1) “ “ “ “ “ “

MARICOPA COUNTY SHERIFF’S OFFICE DISPATCH.....9 – 876-1030

COURT EMERGENCY BROADCAST MESSAGE INFORMATION...506-6000

COURT SECURITY CONTROL CENTERS:

Downtown Central Courts Building..... 506-3424 (24 hours a day)

Southeast Adult Facility Mesa..... 506-2820

Durango..... 506-4623

Northwest..... 602-372-9401

IMPORTANT CONTACTS:

Floor Warden Daily Check-In (Security Control).....DC# 111
Floor Warden Coordinator.....602-372-0544

Department of Judicial Security	<u>Office</u>	<u>Cell</u>	<u>DC#</u>
Regional Court Security Managers (Central).....	506-2639	602-723-8941	246
(East).....	506-2085	602-723-8939	245
(West).....	602-372-9450	602-723-3719	466
Emergency Preparedness Security Manager.....	505-2344	602-723-5757	136
Clerk of the Court Security Coordinator.....	506-0879	602-722-4485	6

Part 1

RESPONSIBILITIES:

Trial Courts Administration – Established court policy C-108 E Title: Floor Warden Program.

Management Responsibility – The Department of Judicial Security (DJS) is the proponent court activity for the implementation, development and training for the courts Emergency Evacuation Team Training (EETT) program for court staff. DJS will distribute copies of the EETT program to all Floor Wardens and Alternate Floor Wardens who have attended EETT training. Floor Wardens will be assigned to every floor / area of every court building under the courts jurisdiction. Floor Wardens will be assigned to Floor Warden duty not to exceed 24 months.

Each court division and department will be responsible for designating a member(s) of their staff to be trained in emergency evacuation procedures. In cases where more than one department occupies a floor / area, the department Heads shall mutually make a designation.

Floor Warden(s) and Alternate Floor Wardens – Will alert, control and direct all staff under their charge in situations requiring the immediate and or imminent evacuation of a floor / area or court building. As appropriate, they will direct the public to the nearest exit route. Floor Wardens will, under certain emergency circumstances, direct court staff to stage and not immediately evacuate a floor / area or court building.

Floor Wardens will brief all court employees under charge about the courts emergency evacuation plan, primary and alternate routes and evacuation procedures for their area of concern.

Court Employee – It is the individual responsibility of each court employee to become familiar with the courts emergency evacuation policies and procedures. Employees will follow direction and orders from Floor Wardens unless otherwise directed by Court Security Officers, MCSO Deputies, law enforcement officers or fire department personnel.

Drills: There will be 1 announced and 1 unannounced fire evacuation drill annually.

Part 2

FLOOR WARDENS / ALTERNATE FLOOR WARDENS

Selection: Floor Wardens and alternate floor wardens (FW's) are usually selected on a volunteer basis and have are more experienced and have a better understanding of how the court operates. In those cases where volunteers cannot be identified, involuntary selection will have to be made. In all cases, FW selection is coordinated with the employees department or division supervisor / Head.

Function: Floor Wardens and alternate FW's will be assigned to every floor of every building under the courts jurisdiction. A FW will be physically present on every floor of every building during normal court business hours. FW's will have specific area coverage over a part or section of occupied office space. Depending on the number of court staff and the manner in which the area is configured, additional FW's may be required to insure adequate area coverage.

Responsibilities: FW's are responsible for emergency operations in their area of responsibility. They should have a complete knowledge of the building's life safety features and a complete understanding of current emergency evacuation processes and procedures. Each FW / Alternate FW should be aware of all fire exits, manual pull stations, fire extinguisher points and all emergency fire exits. FW's will identify any court employee who is temporarily or permanently impaired and communicate that information on to the court security department FW Coordinator. As appropriate, FW's will identify and report to court security officers, any impaired person who would require any assistance during the evacuation process.

FW's should select 2 Sweep Team (ST) members as part of their emergency evacuation team. ST's are the last one's out after checking assigned common area(s) for any person(s) who may not have been alerted to the emergency or threat condition. In case of an emergency situation or potential threat condition, Floor Wardens and alternate FW's primary responsibilities are to;

- Alert staff to the emergency or threat condition. If applicable, general public.
- Take charge of employees under their charge and assume primary leadership role during the evacuation process.
- Provide direction and control over staff. As necessary, stage or evacuate on order.
- Maintain group integrity and staff accountability to include the mobility impaired.
- Ensure that all evacuation routes are unobstructed, free of hindrance or delay.
- Report accountability of staff to Court Security Control Center from designated Rally Point.

At any point during the evacuation process and or threat condition, FWs will defer to the direction given by court security officers, MCSO Sheriff's Deputies, Fire Department personnel or other law enforcement officers. FW's should be alert to any instructions or commands which conflict with the Court Emergency Broadcast Information network.

Part 2

Daily, using the Nextel Direct Connect, call DC# 111 no later than 0830 to report floor status.

Duties: Pass on FW duties to designated alternate FW's during temporary, short or long term absences.

Brief newly assigned staff on evacuation policies and procedures. What role they are expected to play in the evacuation process, primary and alternate evacuation routes.

Conduct regular area inspections to ensure all primary and alternate emergency evacuation routes and exits remain unobstructed and free of any safety hazards. FW's should immediately report any obstructions, hinderances or other risk factors which could delay any staging event or evacuation.

Know the exact location of every portable fire extinguisher, fire alarm pull station, fire hose box, exit door(s), exit stair(s) and location of nearest elevator(s). Should also know nearest location for a Automated Electronic Defibrillator (AED).

Have a least one staff member who is fully trained in the proper operation and use of a portable (ABC rated) fire extinguisher in each area(s) under their charge. Ideally, one employee should also be First Aid and CPR qualified.

Be able to make a command (on the spot) decision relative to the selection of primary and or alternate evacuation routes.

Understand the current policies, procedures and protocols relative to;

Medical emergencies

Fires – what to fight and what not to fight

Bomb threats - evacuating versus not evacuating

Panic alarms

Staging Area(s)

Lock Down

Shelter In Place

Area of Rescue Assistance

Rally Points

Staff accountability

Mail handling

Chemical - BioHazMat

All Clear – authority

IN CASE OF FIRE

Call 9 (9-1-1) follow up by calling court security #6-3424

Alert all other occupants in the immediate vicinity – Activate the fire alarm

Do not attempt to fight any fire larger than a wastepaper sized basket.

If you cannot safely extinguish the fire:

- < evacuate the area
- < close, but do not lock, all doors as you leave
- < Do Not Use Elevators – use stairwells

The emergency fire evacuation protocol for a high rise building (4 or more floors) is:

The affected floor, the floor above and the floor below

Listen for and follow instructions, remain calm, walk do not run, stay together as a group

Stairwells : Only the affected 3 floors should initially enter into a stairwell and go down. All other floors either prepare to stage or stage at the nearest stairwell.

Do not enter into a stairwell unless directed to do so.

When using stairwells – Do Not Run – go down, not up. Do not push or shove. In smoke filled stairwells, hold hands and try to stay as low as possible.

Do not attempt to extract mobility impaired persons down stairwells.

Mobility Impaired Persons: Mobility impaired persons should be assisted to the nearest elevator which is designated as the Area of Rescue Assistance. Only fire department firefighters will physically take mobility impaired persons down and out of a building. FW's will know who and how many mobility impaired employees are in their area and report the location and number to court security officers as they exit the building.

Safety Tips: Know the location of all exit routes. Know 2 ways out. Know location of fire extinguishers. Do not open doors or windows. Stay low to the ground and or crawl. Close as many doors and windows between you and the fire. Do not open any hot doors (only use back of hand to determine if door is hot). Do not re-enter area to recover property or personal valuables.

The “All Clear” (permission to re enter) command can only be made by the on site Incident Commander or fire department personnel.

Part 4

MEDICAL EMERGENCIES:

Call 9 (9-1-1) follow up by calling court security #6-3424

Do Not Activate Panic Alarm Button

Render first aid / CPR if qualified (As appropriate, deploy A E D)

Notify immediate supervisor and alert court Security Control Center 506-3424

Stay calm, do not panic, stay with victim and provide verbal reassurance until paramedics arrive on scene.

Keep public and curious on lookers at a distance and maintain “breathing space”

Know your exact location and notify Security Control Center

Know location of nearest first aid kit

Know location of Material Safety Data Sheets (MSDS) for first aid information

Part 5

POWER FAILURE:

Electrical power outages or can occur at any time. These outages be sporadic, temporary by a few minutes or for an extended period of time. They can be local on a given floor or immediate area, widespread over several floors, or affect the whole building.

DURING ANY POWER OUTAGE – STAY CALM - DO NOT PANIC

DO NOT EVACUATE UNLESS DIRECTED TO DO SO – KEEP STAFF TOGETHER – LIMIT MOVEMENT – WAIT FOR THE PUBLIC ADDRESS ANNOUNCEMENT - WAIT FOR FURTHER INSTRUCTIONS

FLOOR WARDENS AND ALTERNATES SHOULD POST THEMSELVES IN STRATEGIC LOCATIONS TO SUPPORT STAFF AND THE PUBLIC WITH FLASHLIGHTS

The external back up power from the court's emergency generator is the primary source for emergency power. Once we loose normal power, the emergency generator kicks in and usually has power on line within 15-30 seconds. If for any reason the generator fails, the entire area, floor or building will remain blacked out until power can be restored.

Emergency power is restored for only the most basic of emergency needs. The main priority will be to restore emergency power to lighting systems, elevators, telephones, e-mail and air conditioning.

IF NO PUBLIC ADDRESS ANNOUNCEMENT IS MADE WITHIN SEVERAL MINUTES AND NO INSTRUCTIONS ARE RECEIVED;

Call the Court Security Control Center: 506-3424 or (DC# 111): Use the Nextel Direct Connect phone (keep in mind that the initial minutes of an emergency will be critical for the SCC and you may not get contact on the first attempt). You might have to try a few times. As an alternative, you may also try call DC# 246 or DC# 136.

Part 6

MOBILITY IMPAIRED PERSONS

Mobility impaired persons will be identified and accounted for during any emergency evacuation. Mobility impaired persons fall into 2 basic categories:

- temporarily impaired – crutches, canes, walkers, advanced pregnancy, recovering from surgery, leg cast or splint, ect.
- permanently impaired – wheelchair, powered wheelchair

They may also have visual and hearing impairments.

Court employees who are mobility impaired are urged to have a “Buddy” to assist them during any imminent or actual emergency evacuation.

Mobility impaired persons will notify their respective Floor Warden of their condition.

Any court employee who believes they will need extra time, additional assistance or have any other reservations about going down stairs or confined areas, should immediately report this fact to their Floor Warden.

Mobility impaired personnel should be familiar with the building’s emergency evacuation procedures, locations for primary and alternate evacuation routes and exits, fire stairwells, and any special arrangements relative to a safe egress procedure.

Mobility impaired person(s) will not be evacuated down stairwells. All mobility impaired person(s) will be directed and assisted to the nearest elevator (Area of Rescue Assistance) where they will await further rescue by fire fighter personnel.

ONLY FIRE FIGHTING PERSONNEL WILL EVACUATE MOBILITY IMPAIRED PERSONS DOWN ELEVATORS OR STAIRWELLS

Floor Wardens will report the number and location of all mobility impaired persons to Court Security Officers when exiting the building.

Part 7

EVACUATION PROTOCOL:

Any court evacuation has negative consequences which disrupt the activities of the court, whether on a temporary or long term basis. It places staff and public at personal risk.

There are two considering factors that dictate actions whether to evacuate a court building;

FIRE ALARM - The standing evacuation protocol for activation of any fire alarm system is to immediately evacuate the building in accordance with the buildings emergency evacuation plan.

BOMB THREAT - The standing evacuation protocol for any bomb threat will be based on the nature the call. Consideration will be given to the latest threat analysis, risk assessment and intelligence information. The decision to evacuate or not to evacuate can only be made by proper judicial authority.

Note: Court security and law enforcement can only make recommends.

The immediate evacuation of any high rise building (4 or more floors) will be subject to the following evacuation policy:

AFFECTED FLOOR, FLOOR ABOVE AND FLOOR BELOW

The remaining floors will either: Prepare to evacuate (listen to public broadcast message)

or

Stage at nearest stairwell (do not enter)

or

Depending on the nature of the immediate threat condition or emergency event, the best prudent life safety consideration will be to Shelter In Place

Shelter In Place is the standard non evacuation protocol – similar to the Code 100 Lockdown/In condition.

During any emergency event, the status and accountability of court staff and mobility impaired persons is absolutely critical.

The “All Clear” (permission to re enter) command can only be made by the on site Incident Commander, police officer, MCSO Deputy or Court Security Officer.

For any mobility impaired evacuation, see Part 6

Part 8

BOMB THREAT:

Bomb threats can be communicated in person, by telephone, fax, letter, package, internet e-mail or note.

BOMB THREATS ARE REAL OR ARE A HOAX : This distinction is based on latest best intelligence, risk assessment, know or assumed facts or evidence and or credible information.

Any bomb threat received by a court employee should necessitate the use of the ATF Bomb Checklist. Attempt to keep caller on the line for as long as possible. Alert nearest coworker, supervisor. Call 9 (9-1-1) then immediately notify court security.

There is never a guarantee in making a right or wrong decision to evacuate. Treat each and every threat seriously.

The proper authority to evacuate a court building is limited to the Presiding Judge unless further delegated.

Court security officers and law enforcement authorities may only recommend.

Bomb threats can be made against a particular individual or the judicial institution. However, once a decision is made to evacuate, the resulting safety, risk and exposure factors increase significantly, especially for the probability of secondary devices. Another considering factor has to be, if the bomber can't get to the intended target, have to target come to the bomber.

The court has a high probability factor to receive bomb threats. Bomb threats directly affect the ability of the court to maintain it's current administrative and operational activities. The primary objective for calling in or making a bomb threat is intended to inconvenience or disrupt these critical functions.

Once a suspected device or article is discovered – **DO NOT TOUCH OR MOVE**

Immediately isolate area, **notify police (Call 9 (9-1-1) if appropriate)** do not let anyone approach or enter immediate area until relieved by arriving emergency first responders.

When searching for suspected explosives devices or potentially hazardous materials, use visual observation skills. Start from bottom up, to waist, to shoulder level, then to ceiling.

If a decision has been made to evacuate the building for a bomb threat condition, the actual evacuation distance should be in accordance with the ATF Vehicle Bomb Explosion Hazard and Evacuation Distance Tables.

Part 9

CHEMICAL – BIOLOGICAL HAZARDOUS MATERIALS:

ANY SUSPECTED OR ACTUAL IDENTIFICATION OF CHEMICAL, BIOLOGICAL AND HAZARDOUS MATERIALS WILL BE THE RESPONSIBILITY OF FIRE DEPARTMENT HAZARDOUS MATERIAL RECOVERY UNIT.

IMMEDIATELY CALL 9 (9-1-1) Follow up by calling Court Security Control Center, Tel# 506-3424

IMMEDIATE PERSONAL PROTECTIVE MEASURES TO BE TAKEN:

- **Do Not Touch, Move, Kick, Blow or otherwise disturb suspected material or item**
- **Order an immediate evacuation of the area**
- **Notify Supervisor**
- **Isolate and contain the immediate area**
- **Post A Person At the Entrance Or Entry**
- **Do Not Permit Any Employee To Enter The Affected Area**
- **Wait For Arrival Of First Responders**

Court employees who are designated mail distribution clerks or employees who routinely conduct mail sorting, handling and package delivery functions should, *at a minimum, wear protective plastic latex gloves*, as a routine precautionary measure.

CAUTION: US Mail, envelopes, packages as well as inter office mail distribution that is suspect for any reason should not be delivered, opened or otherwise inspected to determine if it is not what it really is.

Part 10

EVACUATION EXIT ROUTES & RALLY POINTS:

PRIMARY evacuation exit route is:

ALTERNATE evacuation exit route is:

AREA OF RESCUE ASSISTANCE is:

STAGING AREA is:

DESIGNATED FIRE EVACUATION RALLY POINT:

DESIGNATED BOMB EVACUATION (Minimum Distance) RALLY POINT:

PHOTOS – EXIT ROUTES & RALLY POINTS:

SEE ATTACHED PHOTOS

